

California Department of Aging

Long-Term Care Ombudsman Program (Titles IIIB and VII)

Program Statistical Fact Sheet

TOTAL PROGRAM	EXPENDITURES (000s)			ESTIMATED (000s)
	FISCAL YR 13/14 ^{1, 2, 3}	FISCAL YR 14/15 ^{4, 5}	FISCAL YR 15/16 ^{6, 7}	FISCAL YR 16/17 ⁸
State Operations	\$1,484	\$1,528	\$1,560	\$1,783
Local Assistance	\$5,784	\$5,949	\$8,213	\$8,334
Total Program Expenditures	\$7,268	\$7,477	\$9,773	\$10,117
General Fund	\$507	\$535	\$1,508	\$1,588
Federal Fund (Titles IIIB and VIIA)	\$3,718	\$3,866	\$3,880	\$4,032
Reimbursements	-	-	-	-
Skilled Nursing Facility Quality & Accountability Fund	\$1,875	\$1,892	\$1,884	\$1,900
State Health Facilities Citation Penalties Account ⁹	\$1,168	\$1,184	\$2,140	\$2,197
Public Health Licensing and Certification (L&C) Fund ¹⁰			\$361	\$400
Total Funds	\$7,268	\$7,477	\$9,773	\$10,117

TOTAL LOCAL ASSISTANCE	EXPENDITURES (000s)			ESTIMATED (000s)
	FISCAL YR 13/14	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17
General Fund	-	-	\$995	\$1,000
Federal Fund	\$2,786	\$2,966	\$2,929	\$2,940
Program Income	\$20	\$10	\$3	-
Local Non-Match	\$612	\$731	\$646	-
Local Match	\$2,213	\$3,128	\$2,346	-
Reimbursements	-	-	-	-
Skilled Nursing Facility Quality & Accountability Fund	\$1,875	\$1,892	\$1,884	\$1,900
State Health Facilities Citation Penalties Account	\$1,123	\$1,091	\$2,043	\$2,094
Public Health L&C Fund			\$361	\$400
Total Funds	\$8,629	\$9,818	\$11,207	\$8,334

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ADMINISTRATIVE DATA ¹¹				ESTIMATED
	FISCAL YR 13/14	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17 ¹²
Local Ombudsman Programs	35	35	35	
Paid Staff	153	161	174	
Volunteers	791	765	749	
Total LTC Beds	297,371	298,375	299,210	
Skilled Nursing Facilities	1,259	1,251	1,252	
Residential Care Facilities	7,550	7,535	7,386	
PERFORMANCE DATA ¹¹				ESTIMATED
	FISCAL YR 13/14	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17 ¹²
Complaints by Category:				
Residents' Rights				
A: Abuse, Gross Neglect, Exploitation	7,069	8,067	8,414	
B: Access To Information	766	903	813	
C: Admission, Transfer Discharge, Eviction	2,013	2,132	2,582	
D: Autonomy, Choice, Exercise of Rights, Privacy	2,984	2,894	2,829	
E: Financial, Property (except for financial exploitation)	1,840	1,873	1,923	
Resident Care				
F: Care	8,091	8,315	8,845	
G: Rehabilitation or Maintenance of Function	700	789	790	
H: Restraints-Chemical and Physical	214	199	190	
Quality of Life				
I: Activities and Social Services	5,575	5,267	5,232	
J: Dietary	1,770	1,709	1,577	
K: Environment	3,314	3,405	3,416	

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PERFORMANCE DATA <i>Continued</i> ¹¹				ESTIMATED
	FISCAL YR 13/14	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17 ¹²
Administration				
L: Policies, Procedures, Attitudes, Resources	560	486	564	
M: Staffing	929	1,069	1,068	
Complaints Not Against Facility				
N: Certification/Licensing Agency	57	56	94	
O: State Medicaid Agency	81	72	60	
P: System/Others	2,194	1,890	1,771	
Q: Complaints in other than a Nursing Home/Residential Care Facility	1,479	1,463	1,620	
Total Complaints	39,636	40,589	41,788	
Total Cases Closed	31,111	32,204	33,448	
Total Complaints Verified	26,630	25,080	25,120	
a) Partially Resolved	6,534	6,497	6,625	
b) Resolved to the Satisfaction of the Resident	22,421	21,750	21,350	
c) Total of Resolved and Partially Resolved Complaints	28,955	28,247	27,975	
d) Percentage of Total Complaints Resolved and Partially Resolved	73%	70%	67%	

¹ State Operations expenditures are based on the FY 2015/16 Governor's Budget.

² Local Assistance expenditures are based on the FY 2013/14 AAA financial closeout reports.

³ FY 2013/14 federal allocations reflect Sequestration reductions.

⁴ State Operations expenditures are based on the FY 2016/17 Governor's Budget.

⁵ Local Assistance expenditures are based on the FY 2014/15 AAA financial closeout reports.

⁶ State Operations expenditures are based on the FY 2017/18 Governor's Budget.

⁷ Local Assistance expenditures, Program Income, Local Non-Match, and Local Match are based on the FY 2015/16 AAA financial closeout reports.

⁸ Estimated expenditures are based on the FY 2017/18 Governor's Budget.

⁹ State Health Facilities Citation Penalties Account expenditures include \$1,000,000 in one-time funds made available by the State Legislature in FY 2015/16 and FY 2016/17.

¹⁰ Senate Bill 102 (Senate Committee on Budget and Fiscal Review, Statutes of 2015, Chapter 323) authorized in FY 2015/16 an ongoing allocation from the California Department of Public Health's Licensing and Certification Program

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Fund (Public Health L & C Fund) in support of the Long-Term Care Ombudsman Program. The funding comes from a fee increase of \$3.37 per skilled nursing facility bed based on Health and Safety Code Section 1266(c).

¹¹ Data is obtained from the National Ombudsman Reporting System (NORS).

¹² FY 2016/17 administrative and performance data is intentionally left blank.